

## THE GUIDELINE OF SECURITY AND WELFARE SERVICES FOR TEACHERS AND EDUCATIONAL PERSONNEL IN THE UPPER CENTRAL REGION

TIPPAWAN KHUMKHONG

Faculty of Education, Thammasat Rajabhat University, Bangkok, Thailand

### ABSTRACT

This research aimed to 1) evaluate the results of the security and welfare management of the Office of the Welfare Promotion Commission for Teachers and Educational Personnel (OTEP) in the upper central region 2) study a new way of a security and welfare management based on the needs of the teachers and educational personnel (TEP), and 3) propose a set of guidelines to manage the security and welfare management based on the needs of the TEP using a mixed method of research between quantitative research and qualitative research. The 396 samples were the TEP who were the cremation welfare service members during the year 2013 in the upper central region, obtained by stratified random sampling with regard to the ratio and purposive selection on the key informants. The questionnaires were used to collect data. Part two of the questionnaire estimates scale with the reliability value of 0.9890, using the interview and focus group. The quantitative data was analyzed by percentage, mean and standard deviation. The qualitative data was analyzed by analytic inductive using methodological triangulation and key informants.

The findings showed as follows:

- The results of the security and welfare management: 1) only the cremation welfare service appropriateness was at a high level while the others were rated at a moderate level and 2) the housing service appropriateness was rated at a high level while the others were rated at a moderate level
- The new way for security and welfare management: 1) The most needed service of the members was the benefit added to reciprocate and to honor them as the TEP 2) the 5 services that corresponded to the members needs were ranged in descending order as follows: (1) health (2) cremation welfare service (3) housing (4) security and career advancement and support when facing disaster and (5) economy and 3) a guideline to manage security and welfare services of OTEP must be concrete, truly beneficial to all members, in principle, be quick, clear, have quality assurance, be fair, have no overlap, be decentralized and have publicity.
- A form of the security and welfare management guideline: The OTEP must gain income from the Printing House of the OTEP Business organization, to get funds and banking for teachers and for OTEP's management. The services provided for members should be concrete, effective, aggressive, decentralized, involve participation of members, have publication, have honesty, be encouraging, have counseling and be supportive, These should be done till the members sense that OTEP is another important organization, apart from their places of work, that helps and supports them and gives them true encouragement.

**KEYWORDS:** Security and Welfare Service, Teachers and Educational Personnel, Mixed Method

## 1. INTRODUCTION

The Office of Welfare Promotion Commission for Teachers and Educational Personnel (OTEP) is an organization under the supervision of the Ministry of Education. OTEP was established by the Teachers and Educational Personnel Council Act B.E. 2546 (2003). The major purposes are; to support the activities within the organization, to provide facilities and benefits, and to protect the rights of teachers and educational personnel. In addition, the organization will also encourage teamwork, maintain pride, and support educational research. Also, the organization will support education management including preparation for lesson plans and provision of teaching materials. This is for all teachers and other educational personnel to ensure their positions in their career so they can work in a stable situation in their professions and be able to devote their time in developing the quality of education. (The Office of The welfare Promotion Commission for Teachers and Educational Personnel, 2012).

The overall operation of the office of OTEP management was aimed at not rushing teachers and to provide educational personnel needs. The efficiency of the overall operation rated was not good. For example, the service of the office of OTEP, providing service for teachers and educational personnel prior to and after retirement. In Chinanon Kamalanon's research (2011), the findings showed as follows: the appropriateness of services for funeral welfare to the members in aspects of services process/ steps and other services, the facility's aspect was rated at a moderate level. This conforms to Yanisa Boonjit's research (2010), whose findings showed as follows; the members' level of satisfaction with cremation welfare services and facilities was moderate. Moreover, the members recommended improvement on behavior of officials who provided the services, reducing steps in the service, information about rules and regulations related to membership and improving the office of the welfare promotion commission for teachers and educational personnel. In addition, the research of Natchaya Rattanasatapornpong and others (2009) show that guidelines are necessarily arranged by tally findings; to develop the quality of life for teachers and educational personnel after retirement in the Lower North as a whole. The development of service to build the welfare of the members should be based on actual needs.

Furthermore, Thailand has many problem, for example, social problems, economic problems, political problems, morality problems, environmental problems, and the terrorism in the three Southern provinces in Thailand. These problems have a strong effect on the stability of life, especially the economic problems which have great effect on Thai society. The cost of living is high and follows the consumer goods prices. It does not conform to the income multiplication rate, and therefore, cause debt; both public debt and household debt.

The above-mentioned, the office of OTEP should have efficient guidelines of welfare services for teachers and educational personnel according to the achievement purposes on the establishment of OTEP. Moreover, the first strategy in the next decade of OTEP is to develop an organization model of the security and welfare for all educators based on their actual needs. Therefore, the office of OTEP should evaluate the past result of welfare services for teachers and educational personnel. One of the main purposes of this study is to obtain useful information for the improvement of welfare service management which it provides for teachers and educational personnel needs. In addition, the research result will be essential information in the decision-making and action-planning process, proactively for teachers and educational personnel.

## 2.RESEARCH OBJECTIVE

- To evaluate the results of the security and welfare management of the Office of the Welfare Promotion Commission for Teachers and Educational Personnel in the upper central region.
- To study a new way of security and welfare management based on the needs of the teachers and educational personnel.
- To propose a set of guidelines to manage the security and welfare management based on the needs of the teachers and educational personnel.

## 3. RESEARCH METHODOLOGY

This research uses a mixed method of research between quantitative research and qualitative research.

### 3.1 Research Sample

The research population was 38,076 for the cremation service welfare members during the year 2013 of the upper central region of Angtong province, Singburi province, Chainat province, Uthaiyani province, and Lopburi province. The sample was divided into two groups. The first group were 396 respondents selected by stratified random sampling having regard to the ratio. As a result, the sample size was calculated by using the Taro Yamane formula with a 95 % accuracy confidence level. The second group were 17 respondents selected by purposive selection on the key informants.

### 3.2 The Research Instrument

The quantitative research instrument was a questionnaire approved by five experts. The questionnaire consists of four sections. Section two of the questionnaire was estimating scale with the reliability value of 0.9890 and the qualitative research using the interview and focus group.

### 3.3 Analysis Method

The quantitative data was analyzed by percentage, mean and standard deviation. The qualitative data was analyzed by analytic inductive; the validity and reliability using methodological Triangulation and key informants.

## 4. RESEARCH RESULTS

### 4.1 The Results of the Security and Welfare Management Survey were as follows

The cremation welfare service was appropriate at a high level, while paying respect to teachers and educational personnel, economy, housing, security of life, funding and foundation, support when facing disaster, health, and career advancement were appropriate at a moderate level. As for service appropriateness only accommodation was rated at a high level. However, personnel, services, facilities and public relations were rated at a moderate level.

### 4.2 A New Way of Security and Welfare Management

4.2. 1The services that corresponded to the most needs of the members were

- **Rest-Houses:** 69.80 percent needed the building of a network to find an inexpensive hotel or resort for overnight stays,
- **Health:** 76.40 percent needed an annual health check,

- **Housing:** 74.10 percent needed loan facilities to build a house at lower interest rates,
- **Facilities:** 53.20 percent needed a special reduction or payment by installments for cars or motorcycles,
- **Economy:** 61.10 percent needed the setting up of a pension fund,
- **The Cremation Welfare Services:** 93.40 percent needed additional benefits returned to them from the cremation welfare service,
- **Safety of Life:** 87.00 percent needed the setting up of life insurance both individually and in groups,
- **Career Advancement:** 49.50 percent needed an overseas study tour,
- 93.40 percent needed respect to be paid to teachers and educational personnel,
- **Funding and Foundation:** 89.70 percent needed increased educational funds for their children's study up to higher education,
- **Support when Facing Disaster:** 68.10 percent needed a special welfare fund to support teachers and educational personnel who died on duty,
- **Other Aspects:** 60.50 percent needed exemption from paying for cremation welfare after 80 years of age.

The five services that corresponded mostly with the needs of the members were as follows : 1) health 2) cremation welfare services, 3) housing, 4) security and career advancement, support when facing disaster, and 6) economic problems.

#### 4. 2. 2 A Guideline for the Security and Welfare Management of OTEP

- **Health:** teachers and educational management need services providing knowledge, a health check at school by cooperation with local specialized hospitals and a casualty insurance company with quality, reliability and earnestness. The service should be aggressive with no overlap and not do anything outside OTEP's capability and the decentralized to other regions.
- As for the regulations of the cremation welfare service, they should be amended. The welfare management should be speedy and transparent. The weakness of the cremation loan project was that OTEP risked paying debts for members. The insurance policy period did not cover the period of debt payment. The members did not understand the project, thus they had to double-pay the insurance policy. The loan regulations should be revised to allow payment to private members. When they want to add to their loan, be responsible to members, have an increased fix amount of loan, have a reduction of loan interest rates, an increase in loan conditions, approval of a special loan should be provided with knowledge and increased public relations.
- **Housing:** it should be like a teachers' village with suites, inexpensive allocated land, payment by installment and management by professionals.
- **Career Advancement:** OTEP should have a role in pushing, encouraging and supporting academic work by providing training and advisors. The experiences received from the study tour should be applied to improve the organization. An overseas study tour for members should be provided as well. The central office staff should reduce their overseas study tour.

- **Support when Facing Disaster:** the small amount of support was not enough to help relieve the troubles; complicated regulations made it difficult to approve money to help. A fund should be set up to assist and cooperate with the insurance company. The regulations to assist should be clear and easy to implement. The suggestive aids should be followed up and checked for all members with fairness and steadfastness.
- **Economy:** debts should be released or suspended, money discipline should be established, members should have training provided or be educated on how to use money more effectively. Members needed advisors and assistants in economic solutions, finding sources of money borrowed at lower interest rates. Conditions of borrowing money should be set with a money-saving policy. Members should be encouraged to increase their incomes.
- **Accommodation Services:** OTEP's accommodation in Bangkok was difficult for members to reserve for overnight stays and was of insufficient quantity, services, cleanliness, attractiveness and modernity should be improved. Regional accommodation should be established in all big touring provinces, built by OTEP itself or by cooperation with hotels based on honesty and steadfastness.
- **Facilities:** the goods the members needed were electrical/household appliances, vehicles and petrol discount rates. They should be surveyed and reserved based on inexpensiveness of good quality goods which are publicized with buying conditions. OTEP should not do anything outside their capability.
- **Life Safety:** no comment from teachers and educational personnel.
- **Paying Respect to Teachers and Educational Personnel:** special awards like certificates or badges should be presented to on-duty teachers and educational personnel and retired teachers to honor them. The awards should not be the same as those of other organizations; they should have fine quality and be able to allow for self-promotion.
- As for funding and foundation, the fund recipients were teachers, educational personnel and their children; it should be a long term fund, i.e. up to their graduation at each level. The amount of funds was unchanged when the amount of money increased and the amount of money was unchanged when the amount of funds increased. The funds were for all regions, and covered every affiliated organization, free of charge but based on regulations for approval.
- As for other aspects:

**Retired Teachers** without relatives to take care of them should be provided with housing at a good inexpensive chosen location, having an annual health checkup as well as places for exercise, health recreation, health education, health insurance with the right to borrow money at interest, finding loan sources with lower interest, investment suggestions, career training, social activities, registration of retired teachers who had various skills, holding activities to honor retired teachers on important days,

**Regarding Private Teachers**, they need security after retirement with the right of medical treatment like that of government officials, also the right to borrow money at interest from the cremation welfare service like that of the government members, having a stable economic situation, providing a money-saving option and career advancement.

**As for the Teachers' Bank**, it should not be like any other banks, both official and private members should have the same rights and regulations managed by skilful professionals.

**Regarding the Printing House of OTEP:** There is a problem of losing capital and bad debts due to corruption, slow service and political interference. The solution to the problems is to clear up debts and start a new business, lay off employees. This to be administered by a professional or a private firm, checked by DSI (Department of Special Investigation) based on given principles, i.e. publicity, development of personnel physical and mental screening, honesty of personnel, giving them a sense of belonging, listing their strengths beneficially.

**Regarding Public Relations:** fewer public relations resulted in a lack of using services by teachers and educational personnel. The methods of telephoning, sending documents, and televised meetings for members, publicity through other organizations, holding exhibitions, use of websites on other actions like information sent directly to the members, sent to the members' office, announcements at meetings or annual conferences, should be done consistently, widely and to everyone by various means as quickly as possible.

#### 4.2.3 The Services of OTEP and Provincial OTEP: Concerning Personnel

The members needed a fair service, to be spoken to nicely and cheerfully without haughty attitudes, be able to have any queries answered and advice given. Personnel should have personnel evaluation and fewer personnel. Concerning personnel screening considering their service mentality, there should be people with emotional intelligence, honest and be able to relate to others with virtuousness, having a transparent system, screening by background checks, good presentability and finally have approval from the central office OTEP. With regard to accommodation, one provincial office should be set up for each province except certain provinces with traffic congestion. The office should be isolated but not too far away, clean, attractive and with facilities such as drinks and books for members. As for the service: it should be compact, quick, friendly, earnest and cheerful but with strong intent. The service network should be spread through good deeds like that of the private system, online and direct to members. Concerning management: use updated information so the members can find and check information conveniently. The authorities are divided into sections by convenience of contact. The power is decentralized to the provincial OTEP office.

#### 4. 3 A Set of the Security and Welfare Guideline of OTEP

Their roles must be adjusted in order to reach more teachers and educational personnel, make them feel that the OTEP committee are their friends, helpful and supportive, able to solve their various problems, give advice and promote their career advancement and their life security based on the principles of having regard for the members' benefits, active participation of members, diligence at work, modernity, speed at work and decentralization. In regard to the main success, it is conditional upon: OTEP must be honest with sources of funding and no political interference. OTEP should have a role that makes the members feel that OTEP is an organization the really helps to take care of teachers. Increase publicity for OTEP to more teachers and education personnel till they realize the value of OTEP and have a sense of belonging with OTEP.

### 5. DISCUSSIONS

- AS for the evaluation result of the appropriateness of the security and welfare management, the study found that most were rated at a moderate level except for the cremation welfare service which was appropriate at a high

level. This accorded with the research result of Wanna Kulchart (2009) which found that complete service satisfaction of OTEP was rated at a moderate level. When considered by individual aspect, the services that most satisfied the members were rated in descending order as follows: cremation welfare service, followed by the cremation well-being loan service management which accorded with the research result of Yanisa Boonjit (2010) which found that the cremation welfare service members were satisfied with OTEP well-being management at a high level

- As for the services of OTEP: health was the most important aspect for teachers and educational personnel. Though they have the right to request payment for medical expenses, the solution, however, is only the consequence of the origin. Having good health helps them work to their full potential and this reduces medical expenses. In overseas countries, there are various examples of health welfare management which can be used as a guideline for OTEP.
- One not so obvious positive of OTEP was the management on promoting professional teachers. OTEP is able to provide a well-being management on security effective career advancement, new innovations and according with the members' needs, i.e. professional resources to provide facilities for teachers and educational personnel in teaching and learning and in educational administration.
- No information was given on the guideline of a welfare management on life safety; this reflects on the life safety of teachers and educational personnel in the upper central region. However, the research result on this aspect may vary for each region of the country. Thus OTEP should consider guidelines to provide security and welfare for teachers in each aspect variously and flexibly.
- A guideline for the future security and welfare: the members need OTEP to be run in a friendly over the teaching profession according to the idea of Structural-Functional Theory based on the principle of having regard for the benefits and with the members' participation. Success is conditional upon honesty in accordance with the principles of social well-being management of the state or organization, with no political interference, with transparency and effectiveness.

## 6. SUGGESTIONS

### 6.1 Some Suggestions from the Research Findings

OTEP should provide up-to-date security and welfare that accords with the life styles of the people at present in the globalization age. Foreign relationships should be considered earnestly to provide larger well-being, and agreement can be made with other foreign organizations that provide security and welfare for teacher and educational personnel. In doing this the main principles, i.e. honesty, speed of service, steadfastness, members' participation, decentralization, public relations and having regard for the benefits of the members are very important. The personnel of OTEP should be developed to have a service mentality. OTEP must change their roles to be accepted by teachers and educational personnel as an important organization to their profession; moreover, OTEP should provide a well-being concern giving various advice.

### 6.2 Some Suggestions for a Would-be Research

- Research like this should be implemented to cover all regions of Thailand,

- Implement research on the aforementioned title to compare Thailand with overseas countries
- In-depth research can be conducted on said title and various aspects especially the five main areas, the most needed aspects, of teachers and educational personnel, namely health, cremation welfare service of OTEP, housing, security and career advancement and support when facing disaster and economic problems.

## REFERENCES

1. Chinanon Kamalanon. 2011. A Study of Funeral Service Welfare for Teachers and Education Personnel Members on Regulations and Services in Office of the Welfare Promotion Commission for Teachers and Educational Personnel (OTEP). Bangkok, The Office of The Welfare Promotion Commission for Teachers and Educational Personnel.
2. Natchaya Rattanasatapornpong, Sukuma Chotiyanon, and Thanayuth Khungwong. 2009. Guideline to develop the quality of life (QOL) for teachers and educational personnel after retirement in the Lower North. Bangkok, The Office of the Welfare Promotion Commission for Teachers and Educational Personnel.
3. The Office of the Welfare Promotion Commission for Teachers and Educational Personnel. 2012. 8 years of creation for all teachers in Thailand. Bangkok, The Office of The Welfare Promotion Commission for Teachers and Educational Personnel, p.8.
4. Wanna Kulchart. (2009). Teacher and Education Personnel Satisfaction with Service Rendered by Office Promotion Commission for Teachers and Education Personnel. Bangkok: The Office of the Welfare Promotion Commission for Teachers and Educational Personnel.
5. Yanisa Boonjit. 2010. Satisfaction of members of Chor Phor Khor towards Cremation welfare services. Bangkok, The Office of the Welfare Promotion Commission for Teachers and Educational Personnel.